

# What are you doing to involve people?

How are the public involved in your work? This is an action-based approach to the spectrum of involvement, designed to aid discussion about **assessing current involvement and planning for future activities**. The pyramid gives an indication of how many people might be involved in each action.

Actions	Involve people by...
<b>Innovating</b> This includes prototyping, piloting, establishing and creating new ways of doing things. This can include anything from building partnerships or buildings.	<b>Supporting them to:</b> <ul style="list-style-type: none"> <li>• Design and carry out research</li> <li>• Create solutions</li> <li>• Implement ideas</li> <li>• Learn from actions</li> </ul>
<b>Managing, delivering and evaluating</b> Working in partnership to manage ongoing activities.	<b>Having:</b> <ul style="list-style-type: none"> <li>• Clear roles and tasks for the public</li> <li>• Elections and interviews when appropriate</li> <li>• Clear and accessible accountabilities for all roles (including staff), groups and committees.</li> </ul> <b>Asking them to take actions such as:</b> <ul style="list-style-type: none"> <li>• Managing or overseeing actions, processes and procurement</li> <li>• Directly delivering services or reviewing providers</li> <li>• Evaluating actions, processes and outcomes</li> </ul>
<b>Prioritising and planning</b> Working in partnership to prioritise actions and plan implementation.	<ul style="list-style-type: none"> <li>• Agreeing priorities in a clear, transparent way (this can include stopping certain actions)</li> <li>• Having clear accountabilities for planning at all stages</li> <li>• Having a transparent and adaptable budget</li> </ul>
<b>Listening, responding and acting</b> Actively seeking feedback, responding to ideas, compliments and complaints with actions.	<b>Asking them to help:</b> <ul style="list-style-type: none"> <li>• Interpret feedback</li> <li>• Influence responses to ideas, compliments and complaints</li> <li>• Asking for ideas for actions</li> </ul> <p>This includes telling people what this action was, particularly those who have given feedback.</p>
<b>Asking and discussing</b> Asking people what they think, need and want and discussing it with them.	<p>Inviting people from your intended audience or people you are trying to help to:</p> <ul style="list-style-type: none"> <li>• Design <b>how</b> you will collect feedback and <b>interpret</b> the results</li> <li>• Identify any potential barriers that might stop people from giving feedback.</li> </ul>
<b>Telling</b> Giving information about what you have done, are doing or are going to do.	<ul style="list-style-type: none"> <li>• Sharing opportunities to be involved</li> <li>• Asking people for ideas and support to share and disseminate what you want to tell people</li> <li>• Ask for feedback about how you are sharing information and attempt to measure the impact.</li> </ul>

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